



OPPORTUNITY

The pandemic exposed critical gaps in Georgia's health and other services. GaHIN responded by unifying and sharing its services data.

INNOVATION

GaHIN's initiative addresses healthcare and other needs of public services recipients with interoperability, referrals, tracking of open issues, and jail in-reach.

SOLUTION

Social Care Integration helped make these services fully digital, unified, and shareable. The network now includes local community services and other agencies.

IMPACT

Migrating to data exchange and eliminating silos enabled coordination and tracking of healthcare, housing, counseling, and more. Problems can now be preventively identified and addressed.

Georgia's Social Care Integration Initiative: Powering Whole-Person Care Through Connected Data

The COVID-19 pandemic exposed critical gaps in how healthcare and social service providers share data, and how clinical data alone was insufficient to improve outcomes. The State of Georgia's care coordination challenges were especially acute for behavioral health and community service boards, which operated in paper-based silos with limited views into patient needs. Recognizing social determinants—such as housing, food, and clothing—play a crucial role in outcomes, Georgia Health Information Network (GaHIN) saw an opportunity to build a more comprehensive, connected system for the state's Department of Behavioral Health and Developmental Disabilities (DBHDD). By integrating clinical, behavioral health, and social care data, GaHIN could create a single, whole-person record empowering providers to address both medical and non-medical needs.

Consolidation of Whole-Person Data Enables Broad, Coordinated Care with Follow-Through

GaHIN has broken new ground in merging clinical, behavioral health, and social care data into a complete whole-person record. Removing data silos and enabling secure information exchange across providers gives care teams a complete picture of each individual's needs. With **InterSystems HealthShare Unified Care Record®**, this integration supports earlier, more precise intervention and reduces service duplication by closed-loop referral tracking, from initiation to resolution. New workflows address the most pressing challenges: Housing Triage connecting clients with housing; a Co-Responder Workflow filling in behavioral clinicians with background during crisis calls; and Jail In-Reach coordinating resources for incarcerated individuals.



GEORGIA
HEALTH
INFORMATION
NETWORK



“We recognized that clinical data exchange alone was insufficient to improve health outcomes. The [COVID] pandemic exposed the gaps in how healthcare and social service providers share information, and we saw an opportunity to build something that connects the whole person—not just their medical records.”

The GaHIN team

Whole-Person Care Coordination Reduces Costs and Better Supports the Underserved

GaHIN is transforming care coordination across Georgia, delivering results for providers and patients alike. Its initiative has increased accountability, reduced service duplication, and reduced manual work. Community service boards have moved from paper to the whole-person record, while data exchange volume has surged with tens of millions of medical alerts annually. The financial and human impact is impressive: preventing 50 avoidable emergency department (ED) visits saves up to \$100,000; preventing 10 hospital readmissions saves up to \$200,000. Rural and underserved communities are supported with continuity of care, reduced preventable ED visits and hospital readmissions, and improved outcomes for the most vulnerable populations.

- **Housing Triage** allows clinicians to view housing status within care records, screen for appropriate housing, and initiate electronic referrals. Integrating housing data with clinical workflows lets providers address a critical determinant of health. The closed loop ensures referrals are followed and completed.
- **Co-Responder Workflow** enables behavioral clinicians and law enforcement to query background data before responding to crisis calls. Real-time access to clinical and social data helps de-escalate and connect individuals to appropriate care, improving safety and reducing unnecessary ED visits and incarcerations.
- **Jail In-Reach** facilitates coordination of housing, food, clothing, counseling, and employment for individuals in jails, with real-time referrals and feedback loops among providers. Addressing social needs before release supports successful re-entry and reduces recidivism. The closed loop ensures all providers remain informed.
- **Closed-Loop Referrals** that underpin all the initiative's workflows mean that every referral is tracked from initiation to resolution. This system ensures no referral is missed and providers receive feedback on outcomes. The resulting care is more coordinated and effective, reducing duplication of services and improving outcomes.

About the Winner: Georgia Health Information Network (GaHIN)

GaHIN is Georgia's state-designated Health Information Exchange, proudly serving more than 11 million residents across the state. GaHIN enables secure, statewide clinical data exchange and has evolved to integrate clinical, behavioral health, and social care data to support whole-person care. By connecting healthcare providers, community service boards, and social service organizations, GaHIN ensures that every care team has the information they need to deliver better outcomes.

About the InterSystems Impact Awards, Selected by an MIT Panel

Each year select client organizations are recognized at the InterSystems READY conference for projects driving positive change. Nominations are evaluated by independent judges from MIT on three criteria:

- **Makes a meaningful difference**
- **Breaks new ground**
- **Sets an example**

To learn more about the InterSystems Impact Awards visit

<https://www.intersystems.com/intersystems-impact-awards-2026/>